



Office of Family Empowerment 2021-22 LIHEAP Requirements



You must submit the following documentation in order to complete your application for assistance. You may submit it by mailing the completed application and the following documentation to our office, bringing it by our office, dropping it in our dropbox outside our door, faxing it to 423-643-6439, or emailing it to

liheap@chattanooga.gov

Due to the volume of applicants, OFE is not responsible for obtaining account histories or disconnect notices for you, even if we have done so in the past. Failure to provide this information will result in a delay or denial of your application. You will receive a determination letter by mail. **You should continue to pay your bill until the approved payment credits to your account.** Please contact the office with questions at (423) 643-6434.

You are required to submit current and verified documentation each time you apply. We CANNOT use documentation from a previous application, nor does OFE keep the following information "on file," even if you have received assistance previously.

- ☐ **Proof of Social Security numbers for ALL household members.** Proof must be in the form of a Social Security Card or other documentation from the Social Security Administration. Please note that we cannot use Medicare cards or any other secondary documentation for SSNs.
- ☐ **Proof of citizenship for the applicant.** (State issued ID, Birth Certificate, Passport, Military ID, Voter's Registration Card or Proof of other Government Benefits)
- ☐ **If claiming veteran status, a copy of the DD-214 or other acceptable documentation.**
- ☐ **Proof of Income for the most recent 30 days for ALL household members 18 or older.** Note that federal guidelines do not allow us to accept bank statements as proof of income.
 - ☐ If paid every week, submit 4-5 check stubs. If paid every other week, submit 2-3.
 - ☐ Social Security, Disability (SSI), VA, or Pension Award Letters showing gross (before deductions) amount for the CURRENT year. (Year-end tax forms are NOT acceptable.)
 - ☐ Child support, alimony, or unemployment income documentation, if applicable.
- ☐ **Account History** for the past 12 months from your energy utility provider, including current month
 - ☐ The Account History is NOT the same as your Payment History. For EPB and VEC clients, this information can only be obtained directly from EPB/VEC and is not available to you online.
 - ☐ For alternative energy sources we accept the following:
 - ☐ Natural Gas-12 Months of bills
 - ☐ Propane, Firewood, Kerosene and others- A yearly printout, statement or invoice from the vendor stating the full one years amount.
 - ☐ If you have not been in your current residence for 12 months, your account history is only required from the time the account was opened.
 - ☐ For Public Housing Residents: You need a one year Rent Ledger from your site office and your LIPH worksheet.
- ☐ **If living in Section 8 housing, a copy of your HCPV Resident Worksheet.** A Resident Worksheet can be obtained from the Section 8 Office, property manager, or from the landlord. It must show your current Utility Reimbursement, even if the amount is 0.00 and the number of bedrooms.

Office of Family Empowerment does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, national origin, religion, sex, gender, or on the basis of disability or age in admission to, participation in, or receipt of their services and benefits of any of its programs and activities.

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